



AGENDA
REGIONAL TRANSIT ADVISORY COMMITTEE

Wednesday, January 15, 2014
8:15 a.m. – 9:45 a.m.
San Luis Obispo Council of Governments
1114 Marsh Street
San Luis Obispo, CA 93401

Individuals wishing accessibility accommodations at this meeting under the Americans with Disabilities Act (ADA) may request such accommodations to aid hearing, visual, or mobility impairment by contacting the RTA offices at 781-4833. Please note that 48 hours advance notice will be necessary to honor a request.

1. CALL MEETING TO ORDER, ROLL CALL

2. PUBLIC COMMENTS: This portion of the agenda is set aside for any members of the public to directly address the Regional Transit Advisory Committee on any items not on the agenda and within the jurisdiction of the Committee. Comments are limited to three minutes per speaker. The Committee will listen to all communication, but in compliance with the Brown Act, will not take any action on items that are not on the agenda.

3. ELECTION OF OFFICERS: Elect RTAC Chair & Vice Chair

A. INFORMATION AGENDA ITEMS:

- A-1 Executive Director's Report (Oral Report; Receive)
- A-2 Member Comments/Reports from Jurisdictions (Receive)
- A-3 Review of RTA Customer Survey (Receive; final report will be emailed on January 13, 2014)

B. ACTION AGENDA ITEMS:

- B-1 Review & Recommend Updates to RTA 2012-14 Strategic Business Plan (Recommend)
- B-2 North County Transit Consolidation Plan Implementation (Recommend)

C. CONSENT AGENDA ITEMS:

The following items are considered routine and non-controversial by staff and will be approved by one motion if no member of the RTAC or public wishes an item be removed. If discussion is desired by anyone, the item will be removed from the consent agenda and will be considered separately. Questions of clarification may be made by RTAC members, without the removal of the item from the Consent Agenda. Staff recommendations for each item are noted following the item.

- C-1 RTAC Minutes of April 17, 2013 (Approve)

D. ADJOURNMENT

Next Meeting: April 2014

SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY
January 15, 2013
STAFF REPORT

AGENDA ITEM: A-3

TOPIC: Review Customer Perception Survey

PRESENTED BY: Geoff Straw, Executive Director

STAFF RECOMMENDATION: Receive & Provide Input

BACKGROUND/DISCUSSION:

RTA has wrapped up its first comprehensive RTA Customer Perception Survey, which was conducted throughout the months of October and early-November. This effort included:

1. An employee survey,
2. A Rider Survey for RTA, Runabout and SCT customers, and
3. An Internet-based stakeholder/Non-Rider survey.

Following presentation to RTAC on January 15, 2014, staff will provide an executive summary of this effort at the March 5, 2014 RTA Board meeting. In addition, staff intends to use the findings from this survey effort to assist us in updating the RTA 2012-14 Strategic Business Plan.

Five-year Short Range Transit Plans provide overall service benchmark data, but a more frequent review is necessary to measure and report on specific Strategic Plan Objectives. This is the first in-house survey that RTA has completed without the use of consultants. RTA plans to complete subsequent surveys every other year. The 2013 RTA and SCT Customer Perception survey effort served three main purposes:

1. Collect relevant information (such as travel patterns) that can then be compared to survey results from previous perception surveys,
2. Address the qualitative objectives in the RTA 2012-14 Strategic Business Plan, and
3. Create benchmarks for measurable performance standards in RTA's Strategic Business Plan.

Attached is an executive summary of the standards that staff provided to the RTA Board, and it includes notes to help spur discussion at today's RTAC meeting.

<<< THE ATTACHMENT WILL BE EMAILED ON JANUARY 13>>>

SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY
January 15, 2013
STAFF REPORT

AGENDA ITEM: B-1

TOPIC: Review & Recommend Updates to the RTA
2012-14 Strategic Business Plan

PRESENTED BY: Geoff Straw, Executive Director

STAFF RECOMMENDATION: Develop and Recommend Changes

BACKGROUND/DISCUSSION:

At the July 2013 RTA Board meeting, staff provided a presentation on the performance standards as detailed under the 2012-2014 RTA Strategic Business Plan adopted in October 2011. As discussed during that meeting, several of the standards were seemingly “too easy” to attain, so staff is providing suggested revisions on potential new standards that will stretch us to achieve even better results. Staff will review the metrics presented to the Board to RTAC members to gather feedback on the appropriate levels of the current metrics, to discuss possible new or replacement metrics, and to discuss next steps toward adoption of the 2014-2016 RTA Strategic Business Plan in spring 2014.

It should be noted that RTA recently completed its first comprehensive RTA Customer Perception Survey during the months of October 2013 and early-November 2013. This effort included an employee survey, a Rider Survey for RTA, Runabout and South County Transit customers, and an Internet-based stakeholder/Non-Rider survey. It is our hope that the survey results might suggest some new or revised performance standards that could be incorporated into the Strategic Business Plan to assist us in improving RTA services. In particular, the survey offers the opportunity to refine existing or develop new qualitative objectives.

Attached is a summary of the standards that staff provided to the RTA Board, and it includes notes to help spur discussion at today’s RTAC meeting.

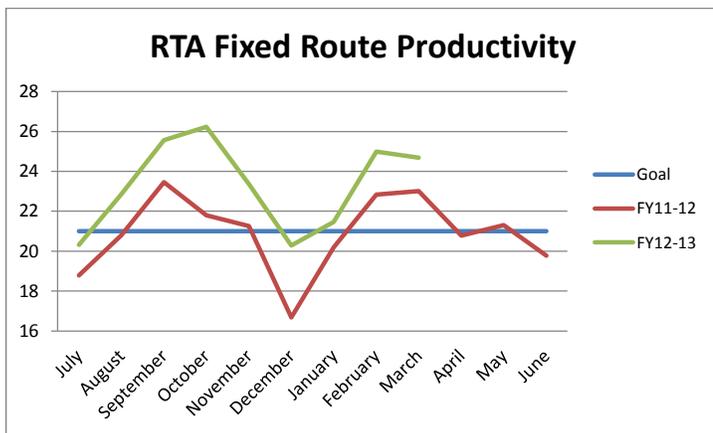
Regional Transit Authority Standards of Excellence: Service Quality and Efficiency

Summary: We will deliver dependable, customer focused and efficient transit services to the communities that we serve. Further, we will look for opportunities to deploy innovative new service within the resources available.

Standard 1: Fixed Route passengers per revenue vehicle service hour will be 21 or greater.

Measurement: Objective.

RTA achieved an overall FY11-12 productivity of 21, and we have approached or surpassed the standard of 21 passenger boardings per hour during each month of FY12-13.



Standard 2: Service delivery rate shall be 99% or greater.

Measurement: Objective.

As long as a scheduled fixed route bus trip is delivered ahead of the next scheduled bus trip, then service is considered “delivered” (but that late trip will still be reported under the on-time performance measure discussed below). A typical weekday includes a total of 134 bus trips, while each Saturdays includes 50 trips and each Sunday includes 32. The service delivery goal is 99% or greater. In total, RTA missed one scheduled trip during November and one in December, or a service delivery achievement of 99.97% of 3,040 scheduled trips. It should be noted that only two trips were missed since July 1st – representing two trips out of 31,572 scheduled trips, or 0.006 percent of total trips missed.

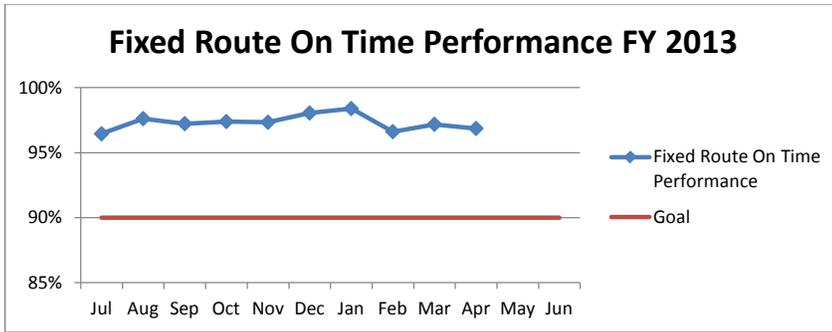
Standard 3: Fixed Route On-time Performance shall be 90% or greater.

Measurement: Objective.

Comment [g1]: Possibly too easy, although staff expects the reported on-time performance to go down once the AVL system is implemented. Currently, drivers call-in when they are late – but it is sometimes difficult to do so when the driver feels rushed to get back on time...

Deleted: System wide

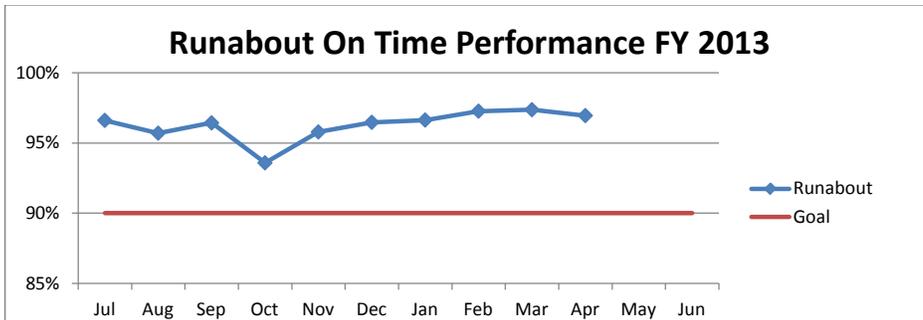
Fixed route service is considered on-time if at no point the bus is six or more minutes late. The goal is 90% or greater¹. As presented below, RTA has far surpassed the goal during each month of FY12-13.



Standard 4: Runabout On-time Performance shall be 90% or greater.
Measurement: Objective.

Comment [g2]: Amend to 92%?

Runabout service is considered on-time if the bus arrives within 30 minutes of the appointed pick-up time. The goal is 90% or greater, and Runabout surpassed this goal in each month of FY12-13. Staff will continue to monitor Runabout’s on-time performance to ensure this trend continues.



Standard 5: RTA will make consistent efforts to explore new service and service delivery options as well as work with regional efficiencies in the delivery of transportation to the jurisdictions
Measurement: Subjective.

RTA will make consistent efforts to explore new service and service delivery options, as well as work to achieve regional efficiencies, in the delivery of public transportation to the JPA jurisdictions. RTA’s achievements in this area will be reported annually, following the end of the fiscal year.

¹ Bus Operators call in late-running trips to the Dispatcher via our two-way radios. RTA’s new buses will use a GPS-based Automated Vehicle Location (AVL) system to more accurately report this statistic, and it is probable that our reported on-time performance will decline as the AVL system is fully-implemented across the entire fleet.

Standard 6: The number of bus trips with passenger standees will not exceed 10% of the daily bus trips on that route.

Measurement: Objective

Regional Transit Authority Standards of Excellence: Revenue and Resources

We will live within our means. While providing excellent service to our customers and communities, we will do so within the financial resources available to us. The financial health of the organization will not be compromised and we will work to deliver good value for the taxpayers' investment in RTA.

Standard 1: The annual operating budget will be based upon projected revenue and the total operating cost will not exceed the budget adopted by the Board.

Measurement: Objective.

Revenue for the operating budget is collected from various sources, primarily from Federal Transit Assistance, Local Transit Fund, State Transit Assistance, Rural Transit Funds (RTF) and fares. For RTF, we can do a swap of 5311 and give back some transit funds to the local jurisdictions.

SLOCOG administers RTF to eligible cities and RTA. Further, RTA applies to Caltrans for FTA 5311 f, which helping connect inner cities.

Tania compares the budget versus actual expenses on a monthly basis which is reported to the Board every other month so we can all make better decisions.

Standard 2: Fixed Route Farebox Recovery Ratio shall be greater than 20%.

Measurement: Objective.

RTA consistently meets or exceeds this goal and ridership remains high. As the economy continues to improve and gas prices stabilize the goal is to maintain this goal. Should the ridership gains continue, the goal may need to be increased.

Standard 3: No significant financial audit findings.

Measurement: Objective.

RTA is audited every year and consistently has clean reports or minor adjustments, which are quickly fixed. Improved transparency and continuing to implement procedures that exceed the auditors' expectations.

Standard 4: Ensure that all capital procurements provide good value to our customers and our employees.

Measurement: Subjective.

We have not yet fully completed this task. Community evaluation surveys aren't done to date, but should be completed in late 2013. The annual capital program by staff and the Board are done through annual budget process and regular updates if things change as compared to budget projections.

Comment [g3]: Too low. Maybe we could develop standards for each RTA fixed route?

Regional Transit Authority Standards of Excellence: Safety

We recognize the tremendous importance of safety in the operation of RTA service to our customers and communities. Therefore the safety of our customers and employees will be an organizational priority and we will be proactive in promoting system safety.

Standard 1: Rate of preventable vehicle collisions will not exceed 2.0 per 100,000 miles.

Measurement: Objective.

Fiscal Year 2012 Result: 1 per 134, 773 service miles

Fiscal Year 2013 Result: 1 per 94,789 service miles (through 4/30/2013)

RTA achieved its goal by significant margins in 2012 and is on pace to meet its goal for 2013. Fixed object collisions have gone up significantly as an overall percentage of preventable collisions compared to previous years. The training department has addressed this issue in on-going training sessions. As is customary in the transit business, the majority of collisions are caused by drivers who have been employed less than one year.

Standard 2: Address all safety hazards identified by the Health and Safety Survey conducted in June 2011 and identified by the Safety Resource Committee.

Measurement: Objective.

All operations and maintenance items have been addressed and action either taken or in progress.

Standard 3: Workers compensation claims will not exceed 12 annually.

Measurement: Objective.

Fiscal Year 2011 Result: 10

Fiscal Year 2012 Result: 16 (includes 7 medical only)

Fiscal Year 2013 Result: 11 (through 4/30/2013; includes 7 medical only)

2012 was not a good year for workers compensation claims. As of the April 30th of the current fiscal year we may meet our goal. Most importantly to note is workers compensation claim management has become a significant area of focus from both the administrative and safety sides of the issue.

Standard 4: Customer and Community perception of system safety will be at least 90%.

Measurement: Objective.

Deleted: accidents

Deleted: accidents

Deleted: accidents

Deleted: will address this trend in future

Deleted: accidents

Comment [g4]: Develop and track lost-time vs. non-lost time work comp claim standards.

Comment [g5]: Revise to state biannual survey, and indicate more than just "system safety" as a performance measure?

Marketing has planned to develop and administer the survey in fall 2013.

Standard 5: Total risk management costs shall not exceed 8.5% of total operating costs.

Measurement: Objective.

Fiscal Year 2011 Result: 5.1% of total operating costs

Fiscal Year 2012 Result: 7.5% of total operating costs

Fiscal Year 2013 Result: 7.4% of total operating costs as of April 2013

Well under the goal for fiscal years 2011, 2012 and 2013. This includes property, workers compensation, liability, and auto physical damage insurance costs.

Regional Transit Authority Standards of Excellence: Human Resources

Our employees are the foundation of the organization. We will support our employees in achieving excellence through training and development, teamwork, and continuous efforts at effective communication while treating each with integrity and dignity

Standard 1: Recruit, promote and retain highly qualified employees to achieve our service standards.

Measurement: Subjective.

Based on the positive direction of our organization it should be noted that we have hired and retained in the past two years Operations Manager and a Human Resource Specialist. Promoted in the past two year six Bus Operators to Operation Supervisors, and have retained four as Operation Supervisors and two returned to be Bus Operators. The turnover rates for RTA are as follows:

2010 – 24%

2011 – 33%

2012 – 20%

Standard 2: Provide continuous development of organizational skills through ongoing training and development programs that result in personal and professional growth.

Measurement: Objective.

- Departments have submitted training needs with budget process.
- Maintenance: 40 Hours per technician annually.
- Operations Supervisors: 24 Hours annually.
- Bus Operators: 8 Hours Annually (does not include bi-annual safety meetings).
- Finance and Administration: 16 Hours per employee annually.

Comment [g6]: Though not required as a performance measure, we should report our retention rate (as opposed to turnover rate; to be more positive).

RTA is very fortunate to have an approved training budget over the last two year even through the bad economic time. It should be said that these ongoing training is essential to what staff at RTA does on a daily basis to help both the organization and staff grow.

- Maintenance 40 Hours per technician annually – here are the six technicians training hours over the 2012/2013 fiscal year:
 1. 18 hrs.
 2. 36 hrs.
 3. 22 hrs.
 4. 18 hrs.
 5. 18 hrs.
 6. 22 hrs.

However, with the purchase of new buses in FY2013 maintenance staff will get more than 40 hours of training to learn more on the new technological components of these new buses.

- Operations Supervisors 24 Hours annually – some Supervisors have completed this 24 hours training in the past year. Due to the lean dispatch staff we currently have it was hard to schedule the entire 24 hours of training but, we will work harder in the future to get this accomplished. Most of the dispatch staff did up 6 hours CalTip training this year.
- Bus Operators has a mandatory 8 hours of VTT annually – Completed. However, retraining is taking place every three months and six month of bus operators graduating and put into service.
- Finance and Administration 16 Hours per employee annually – these hours are used by each employee in various ways based on their responsibilities.

Standard 3: Enable our employees to achieve excellence in serving our customers by building teamwork and understanding effective communication within the organization.

Measurement: Subjective.

All employees went through a training call Verbal Judo which taught us how to communicate more effectively with each other and our customers. Some Maintenance staff went to training on how to deal with generation diversity in the work place. RTA staff also has by-weekly staff meeting where we discuss general items that may affect other departments.

Standard 4: Employees will be evaluated annually in a fair and equitable way to judge performance and be provided a developmental plan for the next fiscal year.

Measurement: Objective.

RTA currently does formal annual evaluation for Administration and Management Staff. However, the maintenance staff and bus operators are evaluated based on the requirements of the collective

bargaining agreement. They are also evaluated as part of the RTA Safety Awards program on their anniversary date.

Comment [g7]: Currently implementing minimum yearly evaluations for all Bus Operators

Regional Transit Authority Standard of Excellence: Fleet and Facility

We will operate and maintain a modern and clean fleet and facilities that will be pleasing to our customers and a source of pride for our employees and our communities.

Standard 1: Replace, rehabilitate, or retire 100% of all revenue vehicles within 1-3 years of their useful life (as defined by FTA).

Measurement: Objective.

With the new vehicles on order scheduled to arrive at the beginning of the 2013-2014 fiscal year as well as the funding that has been secured for procurement at the beginning of the 2014-2015 fiscal year, all revenue vehicles will be retired within 1-3 years of their useful life. The capital program is scheduled to be updated in 2015 (previously adopted in by the Board in July 2011).

Comment [g8]: Revise this to include years and miles; possibly state "no more than 40% above the FTA-defined useful life standard in terms of years or miles"

As of January 31, 2013, the average RTA fixed route fleet age is over 10.9 years with an average of over 610,000 miles; and the Runabout/Dial A Ride average fleet age is 3 years with an average of over 110,000 miles.

Standard 2: Road calls will not exceed 7 per 100,000 miles of revenue service hours.

Measurement: Objective.

This standard has been surpassed each month during the last two fiscal years based on how staff has defined road calls. Staff is working in aligning and reporting to match the definition as listed in the National Transit Database reporting manual as:

Comment [g9]: Develop Major Mechanical and Other Mechanical standards...

"All failures that affect the completion of a scheduled revenue trip or the start of the next scheduled revenue trip, including failures during deadheading and layover.

Major Mechanical System Failures

These are failures of a mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns. Examples of major bus failures include breakdowns of brakes, doors, engine cooling system, steering and front axle, rear axle and suspension and torque converters.

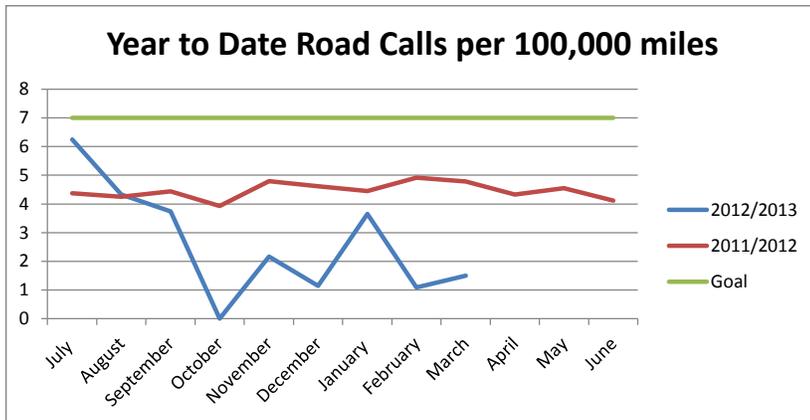
A number of factors affect the number of major mechanical system failures incurred by a transit agency including local operating conditions, types of vehicles operated, and effectiveness of the

maintenance program. However, it is expected that the same types of major mechanical failures will be reported by different agencies. The differences among agencies may be in the numbers reported, not the types of major mechanical failures.

Other Mechanical System Failures

These are failures of some other mechanical element of the revenue vehicle that, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service. Examples of other bus failures include breakdowns of fareboxes, wheelchair lifts, heating, ventilation and air conditioning (HVAC) systems and other problems not included as a major mechanical systems failure.

Since other mechanical system failures are based on local policies, there will be variation in the types and therefore, the numbers reported by different transit agencies. For example, some agencies in the southern part of the country may continue to operate a bus with a heating system breakdown while agencies in the northern part of the country would replace the bus immediately.”



Standard 3: Maintain a clean, attractive fleet. Maintain our facilities so that they are safe and appealing to customers and employees.

Measurement: Subjective.

To be included in the annual Community Evaluation conducted by Marketing, this is scheduled for late in 2013.

Standard 4: Achieve an 80% favorable rating of bus stop appearance by customers and the communities that we serve.

Measurement: Objective.

To be included in the annual Community Evaluation conducted by Marketing, this is scheduled for late in 2013.

Comment [g10]: Maybe back off to biannual?

Standard 5: Achieve all federal, state-mandated maintenance practices, as well as vendor recommended maintenance schedules for our fleet and facilities.

Measurement: Objective.

There has been no negative FTA or TDA findings in the previous audits, with triennial audit schedule during the 2013 and 2014 calendar years. Preventable maintenance has been completed on a timely basis with no CHP findings in during 2011 and 2012. The next CHP audit is for July/August 2013.

Regional Transit Authority Standards of Excellence: Leadership

We will strive to be one of the nation's leading small transit operators. We will work to maintain collaborative relationships within the industry, our community, with our stakeholders and develop future leaders from within our organization.

Standard 1: Maintain cooperative relationships with federal, state and local funding agencies.

Measurement: Subjective.

To be reviewed as part of the RTA Executive Directors annual performance evaluation.

Standard 2: Develop partnerships with stakeholders, community leaders and decision makers keeping them well informed of the integral role of RTA and contributions to the communities that we serve.

Measurement: Subjective.

To be reviewed as part of the RTA Executive Directors annual performance evaluation.

Standard 3: Promote effective internal communications and promote the values of the organization.

Measure: Subjective.

To be reviewed as part of the RTA Executive Directors annual performance evaluation.

Standard 4: Provide effective leadership for public transportation within the County.

Measurement: Subjective.

To be reviewed as part of the RTA Executive Directors annual performance evaluation.

SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY
January 15, 2013
STAFF REPORT

AGENDA ITEM: B-2

TOPIC: North County Transit Consolidation Plan Implementation Discussion

PRESENTED BY: Geoff Straw, Executive Director

STAFF RECOMMENDATION: Discuss and Provide Advice

BACKGROUND/DISCUSSION:

RTA continues to work with SLOCOG and the Cities of Atascadero and Paso Robles to implement the consolidation recommendations developed in the 2012 North County Transit Plan. Public meetings will be held in mid-February at North Paso Oak Creek Housing, Downtown Paso, Cuesta North, Templeton Hospital, downtown Atascadero and Cal Poly. Staff will solicit input on final service, fare and other changes that would be implemented on June 1, 2014.

Below are a range of implementation steps on which we are seeking RTAC input, as well as public input at the above-mentioned public meetings.

1. Child Fares: as presented in the attached memo, RTA is proposing that all RTAC transit agency members agree on a uniform fare program for children. Should a consistent child fare program be adopted across all transit agencies in the County?
2. Fare-Free Fixed Route Rides for ADA/Runabout Riders: to be eligible for Runabout service, passengers must submit a doctor-signed eligibility application. RTA and South County Transit permit fare-free boardings of persons who have a Runabout eligibility card, and the consolidation will extend this to Paso Express Routes A & B services. To provide consistency throughout the County – and to attempt to reduce Runabout demand/costs for certain trips – should this also be honored by SLO Transit and Morro Bay Transit? RTA could reimburse these two agencies on a monthly basis.
3. Cal Poly Service: due to relatively low ridership and considerable delays caused by congestion on the Cal Poly campus, RTA Route 9 local service will be eliminated on the Cal Poly campus. However, Route 9 Express services will continue to serve the campus.
4. Other Fare Impacts of the North County Transit Consolidation:
 - a. RTA will add a new zone for Templeton, so that travel between Atascadero and Templeton will remain the same as it is now on the

Atascadero El Camino Shuttle (\$1.50 regular/ \$0.75 discount). In addition, the fare for travel from Paso Robles to Templeton will remain the same as it is now on Paso Route C (\$1.50 regular/ \$0.75 discount).

- b. Increase in RTA cash fare between Paso Robles and San Luis Obispo from \$2.50 to \$3.00 (discount fares would be increased from \$1.25 to \$1.50). This will provide distance/cost equity for Route 10 passengers who travel between Santa Maria and San Luis Obispo.
 - c. The RTA 31-Day Pass will be valid for travel on both RTA regional and local Paso Express fixed routes (\$44.00 regular and \$22.00 discount – already lower priced than Paso’s 31-day pass @ \$45.00 regular and \$22.50 discount).
 - d. Only the current Regional Day Pass will be available (\$5.00 regular – no discounted passes). The Paso Express Daily Pass (currently \$3.50 and 1.75 discount) will be eliminated.
5. Bus Operators: RTA has preliminarily agreed with our labor union to maintain two separate seniority lists so that Bus Operators hired from the ranks of current Paso Express and Atascadero El Camino Shuttle services can bid first on local fixed route services in Paso Robles. Even though all RTA Bus Operators will be trained to operate any service in the RTA program, it is understood that local expertise will help smooth the transition. After one year of service, the two seniority lists will be merged into one.
6. Vehicles and Equipment: All existing Paso Express, Paso Dial-A-Ride, and Atascadero El Camino Shuttle vehicles will be transferred to RTA upon the consolidation. Local Paso Robles vehicles will continue to use the burgundy/black livery and Paso Express logos – at least until the medium-duty fixed route vehicles are ready for replacement in 6 to 10 years. At that time, we will work with local officials to determine if standard heavy-duty buses should be utilized and potentially shared system-wide with RTA regional services (that could reduce spare bus needs between the two systems).



Date: December 9, 2013
 To: RTAC Members
 From: Phil Moores, RTA Operations Manager
 Re: **Child Fares**

As part of the process working toward integration with North County transit operators, the issue of children’s fare policies has come up. Towards the effort of a consistent county-wide fare policy for children, RTAC would be a good venue for discussing this issue.

In order to make children’s fares easier for ALL transit operators to consistently apply and easier for customers to understand, RTA proposes to create a height maximum for fare-free youth riders, similar to what Paso Express has had in place for many years. Here are some factors to consider and discuss.

Below are the current child fares in SLO County:

	Age	Fare	Limit
RTA	under 6	free	1
Paso	under 42"	free	none
SLO City	under 5	free	2
SCT	under 6	free	1
El Camino Shuttle	Babies	free	none
Morro Bay	under 5	free	2

Our goal is to create a height level that covers most of the young folks of our target age 5-6 group that is already provided fare-free service. Based on U.S. Center for Health Statistics height charts showing average heights by age, Paso’s 42” height level covers 50% of kids 5 and under. That means another 50% of kids who are five years old or less are taller than 42” in height and currently have to pay a fare. We believe that 80% of 5 year olds is a good target (still 20% of kids younger than 5 would be over the height level and have to pay). **This 80% confidence level corresponds with a height of 44”.**

Once we switch to a height based system, there is no practical method of guaranteeing the age of the customer corresponds to a fare-free ride. In some cases, we would need to rely on Bus Operator judgment in asking that small number of children (and in rare cases, adults) under the height limit to pay the appropriate fare since “children” are the targeted group under the policy.

Things we probably agree on:

1. Set a limit which allows most of the children under kindergarten age on the bus for free. We surmised that parents can run errands while their children are in school, and most children are in school by 5 years old.
2. Using a height limit is better for the Bus Operator because it reduces potential conflict with parents/guardians traveling with children.
3. Having a consistent fare across the county is better (easier to understand) for passengers. It also adds credibility to all our collective businesses if we agree on a consistent fare.
4. If we decide to limit the number of children that ride fare-free, then we should also set the height limit a little higher. On the other hand, if we decide to permit an unlimited number of children to ride fare-free, then the height limit should be lower. SLO Transit and Morro Bay Transit have found a middle ground by setting the limit to age 4 and under, and by allowing two children to ride fare-free with each paying adult.

Facts (based on National Center for Health Statistics):

1. Girls and boys are nearly identical in height until the age of 13; then the boys become taller than girls.
2. Approximately 80% of 5 year olds have not reached a height of 44". A 44" limit means about 20% of 5+ year olds will get a free ride.

**SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY
REGIONAL TRANSPORTATION ADVISORY COMMITTEE**

April 17, 2013

MINUTES

C-1

Members Present:	Janeen Burlingame- Chair John Webster Sr. Eric Greening Valerie Humphrey –Vice Chair Michael Seden – Hansen Susan Rains Mark Dariz Todd Katz Anthony Gutierrez	Morro Bay Transit SLO Transit Fixed Route Representative Atascadero Transit City of Paso Robles Cal Poly Runabout/DAR Representative Fixed Route Alternate Rep. Cuesta College
Members Absent:	John Diodati Phil Moores	County of San Luis Obispo SCAT
Staff Present:	Geoff Straw Tania Arnold Anna Mafort Omar McPherson	RTA RTA RTA RTA
Guest:	Eliane Wilson Dominique Bonino	SLOCOG Cal Poly

1. Call Meeting to Order, Roll Call:

Ms. Valerie Humphrey called the meeting to order at 10:03 a.m. Roll call was taken; a quorum was present.

2. Public Comments:

Mr. Geoff Straw thanked **Ms. Susan Rains** for all of her years of service on RTAC, as she will be retiring from Cal Poly in less than two weeks.

Mr. Eric Greening asked who will see the minutes for this meeting and when. Will the substance of our discussion be conveyed to the Board before they act upon the budget?

Mr. Straw said he is happy to present the outcome as part of the recommendation of this committee. **Mr. Greening** welcomed the new Committee members and alternates and said farewell to Ms. Rains.

Ms. Rains introduced her replacement at Cal Poly and on the RTAC committee, **Ms. Dominique Bonino**, who briefly introduced herself and described her experience. She began at the University in July 2012.

New Runabout representative **Mr. Mark Dariz** also gave a brief background on himself. He has lived in Atascadero for 10 years, worked for a couple of firms and has been designing homes as an architect in his own business for about 12 years. He has served on the Atascadero planning commission for a couple of years.

Mr. Todd Katz is an alternate fixed route representative. He has lived in San Luis Obispo for several years and is also on the SLO Transit committee. He is very interested in both public and private transportation.

The remaining committee members introduced themselves to the new members.

A. Information Agenda Items

A1. Manager's Report (Receive):

Mr. Straw gave a brief synopsis of what has discussed at the Board meetings since RTAC last met. He said the stipend passed and staff will begin to provide RTA 31-day passes as of July 1. **Mr. Webster** asked if it is possible to create a three-month access pass or similar pass for RTAC members. **Mr. Straw** said this option has been discussed. There are relatively few people involved in the committee and we thought it would be easier and less confusing to bus operators to provide passes that are already used. This pass is also a bit of a carrot. We ask that committee members provide feedback of what they see and keep communication open. **Mr. Greening** inquired if Mr. Straw would welcome monthly email reports. **Mr. Straw** said yes. He also pointed out the Board suggested passes be provided upon request.

The Board passed the Passenger Code of Conduct and this code will also be presented to the South County Area Transit Board next week for approval. This will provide consistency between the three largest transit agencies—RTA, San Luis Obispo Transit and SCAT.

Mr. Straw passed around a draft North County Summer Beach Shuttle schedule. It will provide three round trips per day, five days per week, Tuesday through Saturday. Previously members asked to have Sundays included in the service. Staff chose not to do this—largely due to staffing and lack of transfer opportunities from other local fixed routes. Atascadero Transit, Paso Express, Morro Bay Transit and other RTA routes would not support the Beach Shuttle service well on Sundays. Therefore it would essentially be a stand-alone service and people would be required to drive to a bus stop.

Operations implemented the Runabout No-Show policy effective March 1. As of March 31, staff issued 28 warning letters to 16 riders. Some have already begun serving suspensions.

RTA and SLO Transit submitted a joint application for a Short Range Transit Plan last month. We should hear if this goes through by the end of July. We are looking to do a five-year joint plan to coordinate many activities together.

RTA began a new training class in February and graduated two of the four people on April 5. They are now out in service.

The first new Gillig “pilot” bus will be delivered to RTA in early June. The ensuing six buses will come in July and the three SCAT buses will arrive in August. **Mr. Greening** asked which of the old buses will be retired first. **Mr. Straw** said buses 148 and 149 will first be retired. We will also be purchasing new Runabout vehicles. We also received funding \$3.76M to purchase eight more full sized buses.

Finance and Administration put together a two-year operating and five-year capital budget. South County Area Transit has been using 1-2 of our 35’ buses. We are presenting to the Board a method of charging back for costs incurred by using our buses.

We are below budget through February. Fixed route ridership is up 6.9% year-to-date over last year. Runabout is up 9.3%.

Mr. Straw concluded his report.

Mr. Dariz inquired if the older 40’ buses have a wheelchair lift. Are they reliable? **Mr. Straw** said all vehicles are wheelchair lift equipped, but the hydraulic lifts are very maintenance intensive. The ramps available on the new low-floor buses are much more efficient.

A2. Member Comments/ Reports from Jurisdictions (Receive):

Mr. Michael Seden-Hansen said Paso Robles is expecting several new buses. The transit center building was recently repainted and the traffic circle will be redone starting April 29 and construction will last for about two weeks. After they reduce the size of the traffic circle, the roughly 115 buses that travel through there every day will have an easier time moving around each other. We are contracting with our operations contractor to do vehicle maintenance. This was approved by City Council last night and will help keep the vehicles in better shape.

Mr. Webster said City Council approved SLO Transit’s Automatic Passenger Counters (APC) system project. This will provide some funds to install equipment and allow for software procurement. Two new buses were recently delivered—one with a luggage rack for people coming out of the shelter and heading for the Prado Day Center. Cal Poly ridership is down this year.

Ms. Valerie Humphrey announced the Atascadero Transit Center opened April 1 and is almost done with solar lights still outstanding. The detour along Entrada is temporary until City Hall reopens. At that time, buses can once again travel along East Mall. There will be a black tie gala Grand Opening on August 2. City Hall will open to the public August 20.

B. Action Items

B1. Adopt FY 13-14 and FY 14-15 Operating Budget and FY13-14 through FY 17-18 Capital Budget (approve):

Mr. Straw said the overall proposed operating budget is nearly \$7.5M and the overall capital budget is almost \$6M. Some of the underlying principals include increasing Runabout service by 11% to meet demand. This is a service available county-wide within ¼ mile of every fixed route for disabled passengers who cannot use the fixed route bus system. Route 14 is very successful and ridership is high. The Job Access Reverse

Commute (JARC) funding is going away with the new Federal Transportation (FTA) bill. There is still some JARC money available through the state and RTA has applied for those funds. Without those JARC grants, there is a big increase in Local Transit Fund (LTF) needs. This means we will either have to reduce service or find other funding sources in FY14-15. We are also presenting a two-year budget to show the impact of the North County consolidation. We anticipate having fully integrated service by May 2014.

Revenue Assumptions include the newly designated Urbanized Area in the Five Cities. Rural Transit Funds go away in that area, but the UZA funding more than compensates for that loss and the region will have a big infusion of money. Also, the LTF is a primary funding source for transportation state-wide and is expected to increase by 28% in the County. We budgeted almost 13%, so there will be a lot of money available for the jurisdictions. State Transit Assistance (STA) funds are down about \$550,000 for the County.

Projected administration expenses are up about 5% compared with the current fiscal year. Part of this is due to professional development budget. We are also proposing four new full-time positions—a new Runabout driver; a new road supervisor; a new service worker—who will take care of bus stops and perform other functions; and an accounting technician.

The capital budget on page B-1-7 reviews various projects that will carry-over, such as procuring buses. Page B-1-8 deals with budget assumptions. **Mr. Greening** inquired about how bus operator and mechanic wages will be impacted with upcoming labor negotiations. He asked if there was enough room for give and take for negotiations. **Mr. Straw** said for planning purposes, the budget assumes the same incremental increases—about 3%—as currently budgeted. If negotiations are such that it has a substantial impact on the budget, staff would have to bring an amendment back to the Board with suggested modifications to make up for the shortfall, one of which might be service cuts.

Mr. Webster suggested the assumptions should be revised if STA funds come in higher than anticipated, allowing a portion of the LTF to be returned to local jurisdictions. **Mr. Straw** said an amendment must be presented to the Board if there are any substantial budgetary changes. **Mr. Greening** asked how much of the 28% represents a trend line. **Ms. Eliane Wilson** said the County withheld a portion of funds from last year that presented a carry-over that increased the LTF balance for this year. **Mr. Straw** affirmed the net percentage is 28%. There is a contingency of \$1.5M that is taken off the top.

Mr. Straw review non-TDA funding sources on page B-1-14. He then presented TDA funding on B-1-15. Page B-1-16 addresses uses of capital funding by source. The projects themselves for the next fiscal year are listed on B-1-18. The final pages break out the budget by route.

Mr. Katz inquired about the substantial increase of liability and workers compensation insurance. **Mr. Straw** said these types of insurance are increasing everywhere. RTA participates in the California Transit Indemnity Pool (CalTIP), which limits rate increases. **Ms. Arnold** said these are estimated numbers. Worker's Comp is the primary issue due to excess premiums incurred from previous losses.

Mr. Straw concluded his report.

Mr. Webster moved to support staff recommendation to adopt the budget as presented. **Mr. Greening** seconded and the motion carried on a voice vote.

C. CONSENT AGENDA ITEMS:

C-1 RTAC Minutes of January-16-13 (approve)

Mr. Webster moved to approve the minutes and **Mr. Greening** seconded. The motion carried with a voice vote.

D. ADJOURNMENT:

Ms. Burlingame adjourned the meeting at 11:24 a.m.

Next RTAC Meeting: July 17, 2013

Respectfully Submitted:

Anna Mafort-Lacy
Administrative Assistant
San Luis Obispo Regional Transit Authority